

REQUESTS FOR NEW TELEPHONES OR FOR REPAIRS

(for OFM only - do not send out)

Telephone requests are made through the Telecommunications Branch (TCB) via the TCB-CSA DELPRO System. Requests can be made for the relocation of telephone lines, new lines, telephones, pagers, voice mail, Federal Telephone System (FTS), WATTs, voice mail, LAN (Local Area Network) drops, fax services, classes, etc. For additional communication requests contact TCB at 301-496-9414.

To request a new telephone or to have one repaired in the area of responsibility of the Office of Facility Management (OFM), follow the procedures below.

PROCEDURE FOR NEW REQUESTS

- Requester should survey the area for line location and forward request to Hospital Administrative Officer (HAO), OFM.
- For telephones, determine whether it will be a wall or desk telephone.
- In the description field of the TCB Delpro screen the HAO will type what is needed, number of telephones, location, features, inservice, etc., or request to have a Telephone Specialist survey the area.
- For LAN drops, the HAO enters a request for what is needed and/or contacts Information Systems Department (ISD) at 301-496-7946 to request a survey of the area.
- Request is forwarded to the Administrative Officer of the Office of the Director, Clinical Center, for approval.
- Requester will be notified by Specialist.

PROCEDURE FOR REPAIRS

- Contact the Trouble Report Desk from 8 AM-5 PM, Monday through Friday except holidays by calling 611 or 301-496-5671. After -hours calls are forwarded to Bell Atlantic.

Telephone repairs, according to TCB, are identified in three categories. These categories, which include the location of the telephone, will determine the response time for repairs: 1) Essential (essential telephones, normal response time plus one hour). 2) Emergency (16 or more telephones or eight critical circuits in trouble at once, normal time plus two hours). 3) Routine (out-of-service equipment other than above, normal time plus three hours).

Technicians are dispatched to repairs depending on the time of day trouble calls are received. Repairs called before 1 PM are normally repaired by 5 PM the same day. Repairs called after 1 PM are normally made the next day before 5 PM.

Concurrence:

Chief, Office of Facility Management, Clinical Center, Office of the Director